



**STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
AND GENERAL SERVICES**

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November 7, 1996

COMPTROLLER'S MEMORANDUM 1996-37

TO: All Department Heads

FROM: Sam Callejo
State Comptroller

SUBJECT: Addendum to Travel Agency Contract Guidelines

This memorandum is an addendum to Comptroller's Memorandum (CM) 1996-27, and clarifies some issues that were brought up in the orientation training sessions. If there is a contradiction between the two memos the information in this addendum supersedes the information in CM 1996-27.

WHO IS AFFECTED

Travel by State contractors is deemed to be outside of the scope of the Panda Travel (Panda) contract. Accordingly, contracts already in effect are to be administered pursuant to the terms of the respective contract. State departments/agencies of prospective contracts are free, within the applicable law, to determine their own travel provisions of each contract. However, in order to preserve State funds, we advise that agencies consider including language in their contracts that recommend contractors arrange their travel through Panda, if practicable.

EXEMPTION

An exemption to the contract with Panda will be allowed only under unusual and compelling circumstances. A request for an exemption must be submitted in writing to the Comptroller from the requesting Department Director.

PROCEDURES TO USE

The following is in regards to the Travel Approval Form (TAF):

1. One TAF may be used by one traveler for multiple car rentals. However, the corresponding purchase order (PO) must include all car rental arrangements on the TAF.
2. Multiple travelers may use one TAF only when their travel itineraries are identical.
3. The program ID number on the TAF refers to your budget program identification number.
4. A new TAF needs to be filled out if travel arrangements are changed as described in the Travel Rules under Section 3-10-4, Hawaii Administrative Rules.
5. The TAF format must not be changed. You may obtain a copy of the TAF on diskette by sending in a written request with a blank diskette to the Deputy Comptroller indicating if you would like the form in WordPerfect 6.1 or Microsoft Word 6.0.

Panda's hours of operation are 8:00 a.m. to 5:30 p.m. Monday through Friday and 9:00 a.m. to 1:00 p.m. on Saturdays. If it is an emergency, after Panda's hours of operation, and a car is required please refer to the Car Rental section below.

Emergency travel must be guaranteed by the traveler's credit card. A completed TAF and fully executed PO must be faxed as soon as possible to Panda.

Emergency travel will be reimbursed only if the request for emergency travel is well documented. This documentation must be submitted with the summary warrant voucher to DAGS' Pre-Audit Branch for review and payment. Travel summary warrant voucher will be returned to departments without reimbursement if documentation is incomplete or the request unsubstantiated.

AIR TRAVEL

A completed PO should be faxed to Panda. A completed PO includes all required signatures.

Only airline penalty charges incurred due to changes in airline booking will be charged to the State. Otherwise, Panda will not charge the State for changes in airline bookings. However, if travel arrangements are changed for personal travel, any resulting charges will be the responsibility of the traveler.

CAR RENTAL

Only in cases of emergencies, after Panda's hours of operation may the car rental company be called directly for reservations. State of Hawaii travelers should call Avis at 1-800-831-8000. The traveler will need to provide the Avis reservation agent with the State of Hawaii Avis Worldwide Discount (AWD) number: A379300. Upon arrival at the counter travelers will have to rent the car using their own credit card. When Panda opens for business, the traveler must call Panda and provide the rental agreement number and program ID number. Panda will then call Avis to adjust the rental agreement to reflect billing back to Panda. Credit will be reversed from the traveler's credit card to Panda's billing account.

For all car rentals, an original or faxed PO must be sent to Panda as soon as possible.

HOTEL

If your hotel costs are less than the per diem allowed, travelers need not use Panda to book hotel reservations. However, if excess lodging will be requested and claimed, Panda must be used when making hotel reservations. The only exception is conference hotels, as mentioned in CM 1996-27.


SAM CALLEO
State Comptroller